



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

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5/30/02

**ADDENDUM #1**

**BID #B01038**

**BID TITLE: CELLULAR PHONE (MPA #299)**

**OPENING DATE AND TIME: 6/6/02 AT 2:20 PM**

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**Add attached Section 3 which was inadvertently omitted from original bid.**

**Add attached revised Section 4.6 (Billing).**

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**Lisa Hill**  
**Buyer II**

**LH:da**

### III. VENDOR INFORMATION

**NOTE:** *This section must also be answered IN ITS ENTIRETY for Contractors and for proposed Subcontractors.*

- 3.1 List Vendor executive officers, their business addresses and telephone numbers.
- 3.2 Submit, as an appendix, the Vendor's latest audited annual report. In the event the Vendor is a subsidiary of a larger concern, please submit the subsidiary's annual report (if available).
- 3.3 Submit a list of customer references, preferably in local and county governments (with names and telephone numbers) having service with the same types of cellular plans.
- 3.4 Please give the address and list the functions served from this office (e.g. sales, customer support, etc.) From which these plan will be offered.
- 3.5 Submit an organizational chart showing all account team members (name, position, address, and telephone number) who will be responsible for the plans under quotation. Include all persons responsible for sales, order-processing, service, and on-site and remote maintenance.
- 3.6 What steps has the Vendor taken, or will guarantee to take, to ensure continued service, revision of technical documents, receipt of software patches, and/or hard/software upgrades in the event of Vendor bankruptcy, closure of the local office and/or discontinuation of this particular line of equipment.

#### **4.6 BILLING (revised)**

- 4.6.1** Please indicate whether individual bills, with call and charge detail, can be sent to each department and/or agency.
- 4.6.2** What media choices (e.g. paper, CD-ROM) can one select for billing?
- 4.6.3** Does the Vendor provide management software to analyze billing?
  - 4.6.3.1** In what format does the program come?
  - 4.6.3.2** Under which version of Windows does this software run?
- 4.6.4** Please provide examples of billing/invoicing as an appendix.
- 4.6.5** Please explain the procedure for ordering/canceling service.
  - 4.6.5.1** Is there a special form that must be used to order/cancel telephone services? If so, please include a sample of the form with the samples of billing.
- 4.6.6** Does the vendor provide read-only access to on-line billing? If not at this time, when in the future will this access be available?